ProjectDesignPhase-II
SolutionRequirements(Functional&Non-functional)

Date	16November2022
TeamID	PNT2022TMID32337
ProjectName	AIbaseddiscourseforBankingIndustry
MaximumMarks	4Marks

FunctionalRequirements:

Followingarethefunctionalrequirementsoftheproposedsolution.

FRNo.	FunctionalRequirement(Epic)	SubRequirement(Story/Sub-Task)
FR-1	SavingsAccountCreation	Questions about Kids Savings Accounts, Regular SavingsAccounts, and Zero Balance Savings Accounts should beansweredbythechatbot.
FR-2	CurrentAccountCreation	QueriesaboutPartnershipandProprietorshipaccounts shouldbeabletoberesolvedbythechatbot.
FR-3	Loan	Thechatbotshouldbeabletoanswerquestionsaboutstudent loans, house loans, gold loans, top-up loans,andcarloans.
FR-4	General Query	The chatbot should be able to respond to questionsabout the hours when banks are open, the currencyconversionpolicy,storagelockers,abranchlocator,a listofavailablebranches,CIBIL,etc.
FR-5	NetBanking	What is net-banking?, features of net banking, signingup for net banking, and issues with net banking shouldallbeansweredbythechatbot.

Non-functionalRequirements:

Followingarethenon-functionalrequirementsoftheproposedsolution.

FRNo.	Non-FunctionalRequirement	Description
NFR-1	**Usability**	To improve customer experience, financialcompanies are using chatbots to automate themajority of their duties, including addressing clientcomplaints, responding to inquiries, providinginvestmentadvice,etc., Theycanhelporganisations cutcustomerserviceexpensesbyupto30%.
NFR-2	**Security**	The most important part of banking is the securityand privacy of customer data. We must make surethat only your bank may access the informationcollected from customers. Additionally, we need toincorporateacentralisedauthenticationmethod withourchatbotsolution.
NFR-3	**Reliability**	The truth is that money is a delicate subject.Becauseofthis,thebotmustrepresent twocrucial

		qualities:securityanddependability.Inaccurate

		transactions or errors in message interpretation canresultinmoreseriousproblems,suchaslosingthe customer.
NFR-4	**Performance**	The chatbot's speed should be quicker than the timeit would take a human to write the response. Thechatbot should be coupled with a knowledge-baseddatabaseandconfiguredtoswiftlyretrieve information.
NFR-5	**Availability**	Chatbotsshouldbeavailable24/7andnot gettired.Any time of the day or night, they should be on callandpreparedtorespondtoqueriesfromlate-night visitorsorjustthoseinothertimezones.
NFR-6	**Scalability**	The chatbot should be designed scalable so that itcanaccommodatemanyusersandothermodules atonce. The chatbot should also be designed tofunction in the majority of server setups. In light ofthis,achatbot shouldbeableto operateinany serverenvironment.